



FSA*Now*

The Monthly Newsletter for FSA Staff & Operating Partners

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In this Issue

Meet the new COO
Page 1

**CIO takes the show
on the road**
Page 1

**Small businesses
learn about FSA**
Page 2

**Spotlight on...
Enterprise
Architecture**
Page 2

**Pictures from the
PBO celebration**
Page 3

**Increasing debt
collections and
cutting paper, in
Extra! Extra!**
Page 3

**My FSA says
goodbye to Candy
Kane**
Page 4

Shaw New COO

"I look forward to meeting everyone, and when I say 'everyone,' I mean everyone."

That's how Terri Shaw introduced herself to a Students Channel All-Hands meeting in D.C. on September 4.

Secretary Rod Paige appointed Shaw as FSA's new chief operating officer (COO) on August 28. She has more than 22 years of private sector experience, most recently as executive vice president and COO of eNumerate Solutions, Inc., a start-up technology company. Before that, she held various positions at SLM Corp. (Sallie Mae), rising to senior vice president and chief information officer.

Shaw will officially serve as a consultant until routine security clearances are completed. Until she is sworn in, Jim Manning will serve as acting COO, in addition to his job as Deputy Secretary Hansen's chief of staff.

Until a new FSA chief of staff is appointed, Kay Jacks will fill that role, in addition to serving as Schools Channel general manager.



CIO Learns Lessons on the Road

CIO received some valuable input from high-profile organizations through its Business IT Planning Event, held July 8 through 12. By meeting with officials from the Federal Reserve Bank, Massachusetts Institute of Technology, IBM and Accenture's Financial Ideas Exchange, CIO executives secured suggestions to improve information technology at FSA.

During the trip, CIO executives traveled to Cleveland, Ohio, Cambridge, Mass., and New York City to discuss the value of balanced scorecards and the potential of security and authentication technologies.

"The most important thing for FSA is the balanced scorecard," said Steve Hawald, CIO. "Technologically, the most important thing we uncovered is the increasing use of digital signatures."

CIO executives first met with the senior vice president and other CIO and CFO executives at

the Federal Reserve Bank in Cleveland, where they discussed the potential for balanced scorecards to drive improvement. Such ideas were later revisited at Accenture's Financial Ideas Exchange, where Accenture demonstrated how scorecards are used to measure progress with their clients, such as Citicorp and Bank of America.

"The balanced scorecard is the mightiest tool of the decade," said Steve. "It tells senior management what's working and what's not by channeling management attention to what's not."

CIO executives also met with MIT's CIO and network manager to discuss security and authentication issues by focusing largely on electronic signature technology. E-signatures, which have been issued to students and staff at universities such as MIT, Carnegie Mellon and those in the California system, would

Please see Corporations, Page Two

Small Business, Big Opportunity

Associates from small businesses will gather at the Holiday Inn on Capitol Hill to learn more about FSA services, operations and contracts on Thursday, September 12, 2002, from 9 am to 1 pm. Participants will have the opportunity to visit booths and talk to FSA staff about the Department and the types of contracts offered. FSA's Acquisitions and Contract Performance Office along with its Operating Partners organized this fair for small businesses.

"The Department of Education is required by the SBA to set goals for small business contracts. It is always a challenge to meet those goals and we want to encourage managers to think about small businesses as they begin to plan projects in their own specific areas," said Vi Jaramillow, director of Small Business Programs for the deputy secretary's office.

The business fair will help the Department achieve its new goal of earmarking 30 percent of its contracts for small businesses. Small businesses are organizations with less than 500 employees or \$5 million in annual sales, independently owned and operated by women and veterans. This category also includes HUB, historically underutilized businesses, zones and disadvantaged businesses from the DC Metro area and around the country.

Tina Hunter, coordinator of the fair, said, "This event is a great opportunity for small business organizations to network and see demonstrated innovations and business offerings, from several government and nongovernmental organizations." Participating organizations include the Department's Small Business Liai-

son Office, General Services Administration (GSA), Small Business Administration (SBA) and support organizations.

Tina concluded, "Hopefully the fair will not only help us meet our 30 percent goal, but exceed it!"

Corporations

Continued from Page One

allow FSA to identify customers through an electronic authentication bridge.

"The college issues an e-signature to a student and then they come to FSA on a higher education bridge that allows us to trust that student," Steve explained.

Using such an electronic "bridge" would make communicating with customers less complicated for FSA employees. "It's important because it's another avenue to foster eCommerce rather than using paper while providing a future alternative to FSA to supplant PIN numbers," Steve said.

However, the e-signatures are a costly investment. CIO plans to further explore options for implementing such technology with Mitretek, which supports other federal authentication efforts.

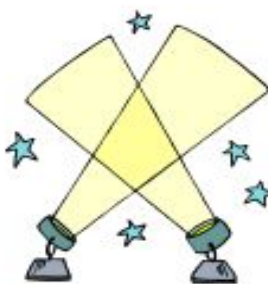
Spotlight on...

Enterprise Architecture

The Inspector General recently evaluated FSA's Enterprise Architecture, based on the General Accounting Office's rating factors, and rated many areas as "four" on a scale from one to five. Good work, seeing as how most federal agencies scored two.

CIO manages our Enterprise Architecture. It works like a large map of our computer systems, providing a framework for all FSA information technology and evaluating progress toward an integrated, secure technological environment.

In the near future, CIO hopes to receive a full "four" rating by implementing a traditional Enterprise Architecture tool. The tool has many features, including the ability to show linkages between changes in business requirements and systems information management.



FSA Now

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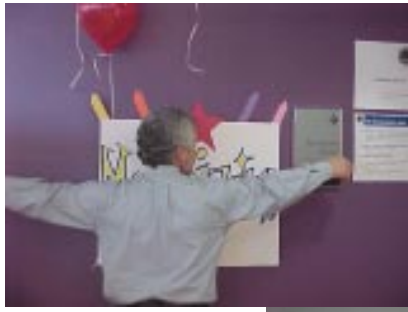
Karen Santos Freeman

FSA Now is monthly newsletter for FSA staff and operating partners available on FSANet. To share feedback or contribute ideas, email FSA Communications, or contact Lisa Cain at (202) 377-4003.

PBO Celebration Pics

On August 14, FSA celebrated its accomplishments and bade farewell to Candy Kane.

*Wall of FSA
Star winners*



*This is what happens
when you ask Jeff
Baker to pose for a
picture.*



*FSA's
awards*



*Candy and Greg
having fun.*



Staff celebrate.



The FAFSA team shows their pride.



*Operating partners
show off their work
for FSA U.*

EXTRA! EXTRA!

Debt Collections on the Rise

In its first year using the National Database of New Hires to find defaulted borrowers, the Students Channel announced that FSA has collected more money halfway through this fiscal year than it did throughout all of the last fiscal year. As of June 30, 2002, FSA collected over \$170 million, compared to \$133 million for all of FY 2001.

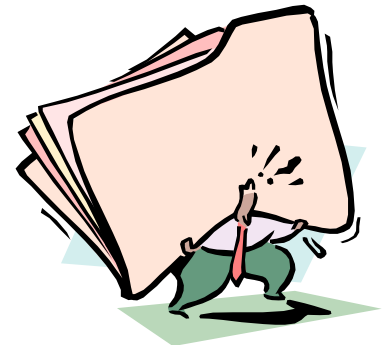
Together, FSA and our guaranty agency partners collected a total over \$380 million so far this year using NDNH. All collections efforts for this year total over \$1.2 billion.

Cutting Paper

FSA is successfully eliminating paper, as required under the Government Paperwork Elimination Act (GPEA). OIG recently conducted in-depth GPEA compliance inspections on three FSA systems and returned no reportable findings. OIG determined FSA has taken steps to incorporate GPEA policies and processes into its information technology process.

Overall, the Department did have some reportable findings, and OIG recommended the creation of a central program office to provide direction and ensure compliance with GPEA. FSA CIO is offering to

partner with ED CIO to develop and implement a Department-wide GPEA strategic plan.





My FSA

My FSA sat down with Candy Kane on her last day as FSA's chief of staff. Candy retired after 30 years of government service on August 16.

Q: What are you personally most proud of as you look back on your time at FSA?

A: I'm most proud of the employees, of what we've accomplished because of the employees. And thankful for the fact that everybody knew I didn't want a goodbye party and you did it anyway. The joy and pride on everyone's faces as they walked through our PBO history made it all worthwhile. It was such a joyful occasion, because of what I saw on people's faces – the same people who weren't sure they wanted to see [Greg and I] when we got here. It was such a perfect gift.

Q: What do you think FSA as a whole should be most proud of?

A: What they've accomplished. Their spirit, their commitment. Their willingness to change and grow. Their ability to laugh and have fun.

Q: What will you miss the most?

A: The people.

Q: Tell us about your new job.

A: After three weeks of sleep and trashy novels, I'll become a consultant with PricewaterhouseCoopers. The job appealed to me because I'll be helping them with strategy, working with government and creating teams to lead projects. I'll be working in the area of customer relationship management, which is an ideal match for me.

Q: What's your last word of advice for FSA?

A: Keep your spirit. Keep your commitment. Keep the laughter. Keep finding the heroes among us and hold them up.

Q: Anything else you want the staff to know?

A: This is the very best job I've ever had.

This is the very best
job I've ever had.
—Candy Kane

COMING NEXT MONTH...

What do FSA and the Tom Joyner Morning Show have in common?

What is eZ Audit?

What exactly is a Data Mart?

THAT AND MORE IN THE
OCTOBER ISSUE OF FSA NOW.

Visit the new FSAnet!

Find your coworkers in the **Staff Directory**.

Get the skinny in the **Rumor Mill**.

Keep on top of the latest **News**.

Learn about FSA's **Modernization** projects.

Track **Our Performance** as we "help put America through school."

Get administrative info in **myWorkplace**.

